

Electronic Acknowledgement Receipt

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Application Number:	10665586
International Application Number:	
Confirmation Number:	6439
Title of Invention:	USING GHOST AGENTS IN AN ENVIRONMENT SUPPORTED BY CUSTOMER SERVICE PROVIDERS
First Named Inventor/Applicant Name:	Thomas E. Creamer
Customer Number:	40987
Filer:	Richard A. Hinson/Sarah Scott
Filer Authorized By:	Richard A. Hinson
Attorney Docket Number:	BOC9-2003-0029 (398)
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Application Type:	Utility under 35 USC 111(a)

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File Listing:

Document Number	Document Description	File Name	File Size(Bytes) /Message Digest	Multi Part /.zip	Pages (if appl.)
1		6169-398_312AMENDMENT_11152007.pdf	77779 3810fbef9fce77fef5a532c549955bad7df41c24	yes	6

	Multipart Description/PDF files in .zip description		
	Document Description	Start	End
	Amendment after Notice of Allowance (Rule 312)	1	1
	Claims	2	5
	Applicant Arguments/Remarks Made in an Amendment	6	6

Warnings:

Information:

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New Applications Under 35 U.S.C. 111

If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.

National Stage of an International Application under 35 U.S.C. 371

If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.

New International Application Filed with the USPTO as a Receiving Office

If a new international application is being filed and the international application includes the necessary components for an international filing date (see PCT Article 11 and MPEP 1810), a Notification of the International Application Number and of the International Filing Date (Form PCT/RO/105) will be issued in due course, subject to prescriptions concerning national security, and the date shown on this Acknowledgement Receipt will establish the international filing date of the application.